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				Application Number	09/981,317
				Filing Date	October 16, 2001
				First Named Inventor	Sam Wen
				Group Art Unit	2151
				Examiner Name	Unassigned
Sheet	1	of	2	Attorney Docket Number	INVE25US

[illegible][illegible]

Examiner Signature		Date Considered	11/3/04
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PTO/SB/08B (08-00)

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		Application Number	09/981,317		
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Sheet	2	of	2	Examiner Name	Unassigned
				Attorney Docket Number	INVE25US

<b>OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or county where published.	T <sup>2</sup>
ABH	A5	HAL BERGHEL & DOUGLAS BLANK, The World Wide Web, ACM WEBPAGE online, XP002215559, URL: <a href="http://www.acm.org/hlb/publications/web99/web99.html#DYNAMIC_WEB_TECHNOLOGIES">http://www.acm.org/hlb/publications/web99/web99.html#DYNAMIC WEB TECHNOLOGIES</a>	
ABH	A6	P. WAYNER, Novera Composes Epic for Java, Byte, McGraw-Hill, Inc., 07-01-1997, XP002080613, Vol 22, No. 7	
ABH	A7	AliveChat, Custom Web-Based Call Centers, E-CRM GUIDE online, XP002215560, URL: <a href="http://products.ecommerce-guide.com/e-business/customer_relationship_management/965345691.html">http://products.ecommerce-guide.com/e-business/customer_relationship_management/965345691.html</a> , 08-10-2000, Page 1	
ABH	A8	Alivechate Pro, WEBSITEALIVE online, XP002215561, URL: <a href="http://web.archive.org/web/20000819080832/http://www.websitealive.com/pro.htm">http://web.archive.org/web/20000819080832/http://www.websitealive.com/pro.htm</a> , 08-19-2000	

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